
Network Automatic Call Distribution

The NACD messages are output in the following format: NACDxxx c d t r

Where:

c = customer number
d = source ACD-DN for which the request was made
t = 0 for the Night table; t = 1 for the Day table
r = Remote target ID

NACD messages

NACD0001 No memory available for the Source Tables. A data base request was received that could not be honored because of insufficient memory.

Action: Memory capacity can be increased in LD 29.

NACD0002 c d t r Timeout occurred while attempting the data base request.

1. Link failure between nodes.
2. Network congestion during peak traffic time.
3. Target DN does not exist
4. Request messages have been lost

NACD0003 c d t r Transaction successful. The Remote Target ACD-DN can now receive rerouted calls, depending on the queue status at the Target node.

NACD0004 c d t r Transaction denied. The ACD network application is not supported at the Target node specified.

NACD0005 c d t r Transaction denied. The Target does not have enough memory, or does not exist.

NACD

NACD0006 c d t r Transaction denied. Protocol failed at the far-end. Possible that the system has Initialized.

NACD0007 c d t r Transaction aborted. Cannot find the proper D-channel to send the request.

NACD0008 c d t r Transaction aborted. Cannot find the transaction number for the system.

NACD0009 c d t r Transaction aborted. The system cannot build the origination number.

NACD0010 c d t r Transaction failed. The system cannot send the required messages.

NACD0011 c d t r A data base Accept message was received for the Target entry in a Table that no longer exists. The Table/DN information follows.

NACD0012 c d t r A data base Delete message was received.

NACD0013 c d t r A data base request was sent.

NACD0014 c d t r This node is unable to communicate with the Source node. This ACD-DN's Target entry is not registered at the Source node's routing table.

Action: Remove this entry and re-enter the correct Target ACD-DN in the Source node's routing table.